

POSITION DESCRIPTION

City of Richmond, Indiana

POSITION: Director of Information Technology
DEPARTMENT: Information Technology
WORK SCHEDULE: 8:00 a.m. – 5:00 p.m., M-F
JOB CATEGORY: EXEC (Executive)

DATE WRITTEN: March 2013
DATE REVISED: February 2016

STATUS: Full-time
FLSA STATUS: Non-exempt

To perform this position successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed in this document are representative of the knowledge, skills and/or abilities required. The City of Richmond provides reasonable accommodation to qualified employees and applicants with known disabilities who require accommodation to complete the application process or perform essential functions of the job, unless the accommodation would cause an undue hardship.

Summary

The Director of Information Technology serves in the planning, development, deployment, implementation, maintenance and oversight of the City's information technology infrastructure and processes. The Director is responsible for the supervision and direction of other members of the IT staff.

Responsibilities:

- A. **Provide managerial leadership** for the IT Department, ensuring successful completion of assigned duties, high levels of performance, development of new solutions, and access to appropriate training and feedback. Recommends to City Administration increases/decreases in staff, interviewing and hiring candidates for job openings, orienting new staff, establishing specific work goals, review position responsibilities and salaries, evaluating performance, maintaining discipline and providing corrective action as warranted.
- B. **Oversee all operations of the IT Department**, including computer services, software installation, configuration, updating and licensing, telecommunications and networking, end-user help-desk support, documentation of IT processes, electronic security, backups and disaster recovery preparedness, equipment inventory, labeling and tracking, management of electronic mail systems, management of tools and services related to the City website, department budgeting/accounting/paperwork, etc.
- C. **Strategic planning and development of information technology solutions** to support, meet and enhance the City of Richmond's needs and objectives. Initially this may include revamping the City's backup strategy, disaster recovery plans, monitoring/alerting strategy, IT security procedures, documentation processes, hardware and software replacement lifecycle plans, employee training structure, and plans to coordinate IT functions across all City departments and functions.

- D. **Support end users** through information technology implementation, service and maintenance that enable and enhance their ability to perform essential job functions.
- E. **Maintain confidentiality of records and information** that may be accessed in the course of maintaining / repairing work stations in all departments within the City of Richmond.
- F. **Forecast costs, equipment and personnel needs for projects and programs** as required and related to all aspects of information technology throughout the approximately thirty (30) city government owned facilities.
- G. **Design, plan and supervise IT related projects** which include, but are not limited to, placement and/or need for servers, phone systems, desktop and peripheral equipment including audio/visual needs. Management of projects shall include the vision, planning, policy development and coordinating of staff employees and contractual workers to implement projects.
- H. **Promote growth and development of subordinate employees** through established competencies enrichment, training, guidance and counseling.
- I. **Prepare annual department budget consisting** of project management, new / replacement hardware, IT projects, maintenance agreements, and staff salary projections.
- J. Occasionally responds to emergencies on a 24-hour basis.
- K. Other duties as assigned.

Requirements:

- A. Preferred Baccalaureate Degree in Business Administration, Business Management, Information Technology Management, Computer Science or related field. Experience in similar field of endeavor of at least three years. Proven ability to lead and motivate a professional staff. Combination of education, certification and experience may be considered.
- B. Ability to deploy, configure and manage Microsoft desktop and server operating systems (including older versions like Windows Server 2003), VMWare virtualization tools, the Mac OS X operating system, UNIX operating systems, smart phone/tablet operating systems such as Android and iOS, and similar software. Microsoft, Apple and/or Linux Certifications a plus.
- C. Strong technical knowledge of current networking concepts, hardware, protocols and standards including, but not limited to; working knowledge of DNS, LAN/VLAN/WAN Administration, Extreme hardware network administration, POE.
- D. Thorough knowledge of VOIP concepts, solutions and tools. Experience with the Avaya VOIP platform a plus. Experience with video conferencing tools and solutions a plus.

- E. Demonstrated aptitude for quickly learning and applying new technologies.
- F. Ability to direct department operations and supervise assigned personnel, including administering personnel programs and procedures, informing staff of organizational developments, interviewing and hiring candidates for job openings, planning and delegating work, evaluating performance, and maintaining discipline.
- G. Ability to comply with all employer and department policies and work rules, including, but not limited to attendance, safety, drug-free workplace, and personal conduct.
- H. Ability to communicate orally and in writing with co-workers, other City departments, vendors, service providers, and the public, including being sensitive to professional ethics, gender, cultural diversities and disabilities.
- I. Ability to maintain accurate and organized records.
- J. Ability to compute/perform arithmetic operations, such as implementing budgets and approving expenditures.
- K. Ability to understand, memorize, retain, and follow oral and written instructions.
- L. Ability to occasionally work evenings or extended hours, and occasionally travel to out-of-town conferences, sometimes overnight. Ability to occasionally respond to emergencies on a 24-hour basis.
- M. Ability to work effectively both independently and in a team environment.
- N. Excellent written and verbal communication skills, with the ability to communicate technical concepts to technical and non-technical audiences. Excellent interpersonal skills.
- O. A valid driver's license.
- P. Be physically, mentally and psychologically able to perform all of the required duties.

PHYSICAL EFFORT AND WORK ENVIRONMENT:

Incumbent performs duties in a standard office environment consisting of City of Richmond employees and citizens conducting business. Must be able to lift and carry objects up to 50 lbs., crouching/kneeling, reaching, bending and working in awkward positions and in confined areas. Incumbent works with electrical components and must take appropriate safety precautions to avoid injury to self and others.

Incumbent occasionally works extended, weekend, and/or evening hours and occasionally travels out of town for training, sometimes overnight. Incumbent serves on a 24-hour call for emergencies.

This position reports to and serves at the pleasure of the Mayor.

APPLICANT/EMPLOYEE ACKNOWLEDGEMENT:

The job description for this position of Director of Information Technology describes the duties and responsibilities for employment in this position. I acknowledge that I have received this job description, and understand that it is not a contract of employment. I am responsible for reading this job description and complying with all job duties, requirements and responsibilities contained herein, and any subsequent revisions.

Is there anything that would keep you from meeting the job duties and requirements as outlined?

Yes _____ No _____

Applicant/ Employee signature

Date